

UNITED STATES COURT OF APPEALS FOR THE FEDERAL CIRCUIT



POSITION VACANCY ANNOUNCEMENT

ANNOUNCEMENT NO.: CAFC-20-06

OPEN: March 18, 2020
CLOSE: March 29, 2020

POSITION TITLE, GRADE AND SALARY: Management Analyst (Quality Assurance)
CL 25 (\$47,603 - \$77,431)
Salary determined by qualifications and experience
Promotion up to the CL-27 may occur without further posting or competition

LOCATION OF POSITION: United States Court of Appeals for the Federal Circuit
717 Madison Place, N.W.
Washington, D.C. 20439

About the Court

The Court of Appeals for the Federal Circuit is unique among the thirteen Circuit Courts of Appeal. It has nationwide jurisdiction in a variety of subject areas, including international trade, government contracts, patents, trademarks, certain money claims against the United States government, federal personnel, veterans' benefits, and public safety officers' benefits claims. For additional information about our court please: [Click Here](#).

Position Overview

The Management Analyst (Quality Assurance) supports the quality management program within the Clerk's Office by creating and evaluating necessary quality assurance and control systems, performing end-user testing and support for the court's electronic filing and case management data system (CM/ECF), providing project management and program support to court operations, coordinating Clerk's Office professional development efforts, and supporting the Operations Team through backup coverage as needed. The Management Analyst (Quality Assurance) is on the Operations Team in the Clerk's Office and reports directly to the Quality Management Supervisor.

Responsibilities of the Management Analyst (Quality Assurance) include, but are not limited to:

Assist in the administration and development of the quality management program within the Clerk's Office, including identifying appropriate quality assurance and quality control methods, systems, and standards in all program areas. Evaluate and recommend necessary changes or applicable training to resolve continuing problems in quality, including the quality of data input from both internal staff and external users.

Support the Quality Management Supervisor by working with end-users to identify and to develop requirements for enhancements to the court's electronic case management system (CM/ECF) and related systems in support of court operations. Perform end-user testing on enhancements to CM/ECF and other systems in support of court operations, documenting any issues for follow-up by the programming staff, and for updating procedural documentation.

Assist with program management and project development within the Clerk's Office, including identifying and reviewing proposed process and efficiency improvements; gathering input and ideas related to program development; and recommending changes designed to improve overall quality, quantity, and efficiency of court operations; and assisting with developing project plans and implementing initiatives.

Assist in the coordination of professional development and training, including producing training materials and programs; designing and developing professional development programs and in-service workshops on technical, operational, and professional development topics; and identifying and delivering local professional development trainings and programs.

Provide public and internal end-user technical support for using the court's electronic case management systems. Recommend appropriate actions and training to correct electronic filing issues for both internal staff and external customers.

Participate in developing, writing, and revising of policies, processes, procedures, guides, manuals, forms, reports, and other documents in support of court operations. Ensure all applicable documents, guides, manuals, and forms are kept up-to-date.

Provide backup coverage for Operations Team members and other duties as assigned.

Minimum Qualifications

- Completion of the requirements for a bachelor's degree from an accredited college or university.
- At least one year of experience in the federal judiciary at the CL-23 level or equivalent.

Preferred Academic Qualifications

- Undergraduate major in business or public administration
- One or more of the following superior academic achievements:
 - a. An overall "B" grade point average equaling 2.90 or better of a possible 4.0;
 - b. Standing in the upper third of the class;
 - c. "3.5" average or better in the major field of study, such as business or public administration, human resources management, or a related field that would prepare a candidate well to perform in this position; or
 - d. Election to membership in Phi Beta Kappa, Sigma XI, or one of the National Honorary Scholastic Societies meeting the minimum requirements of the Association of College Honor Societies, other than Freshman Honor Societies

Preferred Skills and Experience

- Case management experience in the federal judiciary
- Experience in project management
- Experience using SharePoint, Excel and other Microsoft Office 365 applications
- Strong writing and editing skills

Application Process and Information

For consideration, please prepare a cover letter, resume, and writing sample (**preferably combined into one single PDF file**). Once you have the file or files ready and accessible, follow the link below to complete the online application and attach your documents when prompted:

<https://www.ondemandassessment.com/link/index/JB-84K7R1R0D?u=115658>

Applicants who require an exception to the online application may contact Human Resources to request an alternate method using the following email: hr@cafc.uscourts.gov

Other Information

Only those applicants selected for an interview will be contacted and must travel at their own expense; except that reimbursement for travel may be available during the final stages of the interview process. Reimbursement for relocation is not available.

The court reserves the right to modify the conditions of this announcement, commence interviews immediately, withdraw the announcement, or fill the position at any time, any of which actions may occur without notice.

Employees of the United States Court of Appeals for the Federal Circuit are excepted service appointments. Federal government civil service classifications or regulations do not apply. All offers of employment are provisional pending successful completion of a background check or investigation and a favorable employment suitability determination. This position is subject to Electronic Funds Transfer (EFT) for payroll deposit.

Must be a U. S. citizen or eligible to work in the United States. Non-citizens may be interviewed and considered for employment, but employment offers will only be made to individuals who qualify under one of the exceptions in 8 U.S.C. § 1324b(a)(3)(B). Under 8 U.S.C. § 1324b(a)(3)(B), a lawful permanent resident seeking citizenship may not apply for citizenship until he or she has been a permanent resident for at least five years (three years if seeking naturalization as a spouse of a citizen), at which point he or she must apply for citizenship within six months of becoming eligible, and must complete the process within two years of applying (unless there is a delay caused by the processors of the application). Non-citizens who have not been permanent residents for five years will be required to execute an affidavit that they intend to apply for citizenship when they become eligible to do so.

The United States Court of Appeals for the Federal Circuit is an Equal Employment Opportunity employer.